

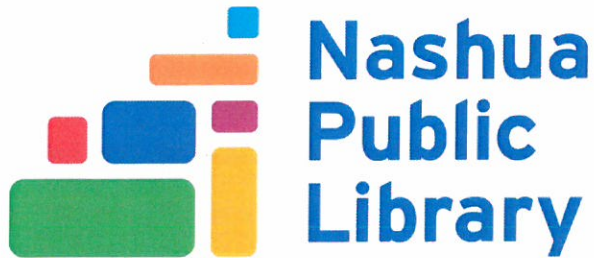
**NASHUA PUBLIC LIBRARY
2 COURT STREET
NASHUA, NEW HAMPSHIRE 03060**

LIBRARY BOARD OF TRUSTEES MEETING

March 3, 2020
7:00 P.M.

AGENDA

1. Public comment period
2. Review of monthly bills and trust fund requests
3. Approval of Minutes from February meeting
4. Customer payments and refund policy
5. Other Business



03/03/2020

Director's Report

Buildings and Grounds:

- Plaza renovation: I included incorrect information in my last report: bids for the plaza renovation are due this week and construction is expected to begin later this spring.
- Improvements to the youth services office are now complete, the space has been completely rearranged and new desks for staff were installed on 2/13.

Department updates

- On Tuesday, February 25th the Children's Room hosted a special performance by the Jr. Actor Singers who performed a portion of their "James and the Giant Peach".
- We had a packed house (92 people!) for Ken Harvey's talk about his trip to Antarctica on Thursday, Feb. 20.
- Due to staff training the library will open late on Friday, March 20. The Granite State Children's Alliance will be presenting their "Know & Tell" training which is designed to teach "the signs of neglect, physical, and sexual abuse to identify a child victim and understand your responsibility as a mandated reporter"
- The Friends annual book sale is scheduled for March 20-22: members of the Friends are allowed early access to the sale on Friday evening and the sale is open to the public on Saturday and Sunday.
- As of Tuesday, February 25 customers may now opt to receive text messages when an item they have placed on hold is available for them to pick up. We may be able to expand this service to include overdue notices in the future.

Administration updates:

- Effective March 4, 2020 the library will discontinue referring customers with long overdue materials or fines to Unique Management Services, a collection agency that we have had a relationship with since before I was hired as Director. The results we are getting from Unique's activities do not justify the cost and I believe that we can get achieve better results in getting materials returned by making some changes to our notices. A brief analysis of Unique's services is attached to this report.
- I am working with Sirsi Dynix and the City to finally implement online payments from customers, I hope to launch this before the end of March. There will be a 50 cent convenience fee charged to the customer for each transaction and the library will absorb costs that total approximately 3% of each transaction. Based on projected fines collection for this fiscal year that amount should be roughly \$900.
- We made some changes to the library's homepage this month to increase the visibility of our streaming services and offer quick links to the most popular pages. This is the first major change to the homepage since MESH designed our site in 2015, we are working on other changes and updates to some of the internal pages as well.

Budget/Financial updates

- Chairman Laflamme and I had a successful budget meeting with the Mayor and CFO on February 14, they had very few questions and I don't anticipate that any changes will be made to our proposal.
- The Friends have finalized their budget for 2020: they approved all of our requests and funding for the Nashua Reads event for a total of \$21,864 in support for the library! Included in their budget is a potential contribution to the plaza renovation to purchase fixtures.

Monthly statistics

- Attached is a report of museum pass usage during 2019: the orchestra passes were added very late in the year, we expect those to be more heavily used next year.
- For one week every quarter we track the number of reference questions asked at each service desk and we use those numbers to extrapolate the total number of questions asked during the fiscal year. This year I've added another count to our quarterly stats collection: hourly counts of visitors and in house circulations (not digital materials or online renewals). I've attached those reports from October and February, it's interesting to see how busy our weekend days are and the impact of our regular weekday programs. We'll use this data to plan staffing levels at the service desk and it can help us select the best times to offer some of our regular programming.

REGULAR MEETING OF THE BOARD OF TRUSTEES
OF THE NASHUA PUBLIC LIBRARY

A regular meeting of the Board of Library Trustees was held at 7:00 pm on February 4, 2020, in the Chandler Memorial Wing at the Nashua Public Library, 2 Court Street, Nashua, New Hampshire.

Trustees present were:

Linda Laflamme (Chair)
David Pinsonneault
Scott Jaquith
Kristin Kane

Also present was Library Director, Jen McCormack, and Assistant Library Director Jenn Hosking, who took the minutes.

Chairman Laflamme called the meeting to order at 7:00 pm.

Public comment period: None

The Board examined the bills and, upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kane, unanimously:

RESOLVED that bills in the amount of \$36,812.26 be approved for payment from the **Regular** budget and bills in the amount of \$45.40 be approved for payment from the **Fines** budget.

Upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Jaquith, the Board unanimously **approved to following trust fund expenditures:**

- **\$600 from the Zylonis Trust awarded to LABAS to fund a musical performance by Tutto a Dio on February 28, 2020**
- **\$2,272 from Miscellaneous Donations to the Friends of the Nashua Public Library for furniture and equipment for the children's room and summer**

reading t-shirts for library staff. (This amount matches a donation from the Friends for these purchases)

- **\$3,000 from the Bloomfield Trust to help fund library concert series in FY20.**

Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kane, the Board unanimously **approved the minutes of the January 7, 2020 meeting.**

Nashua International Sculpture Symposium board members Gail Moriarty and Dotty Silber presented a proposal to include a piece of the library's property on the list of approved sites for artists to assess as a potential site for their sculpture. Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kane, the Board unanimously **agreed to be included on the list of approved sites for the Nashua International Sculpture Symposium.**

Director McCormack presented the library's FY21 budget proposal. Director McCormack highlighted some adjustments to the operating lines to accommodate a contingency amount for contract negotiations. Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kane, the Board unanimously **approved Director McCormack to present this FY21 budget proposal to the City for adoption.**

Upon a motion duly made by Mr. Jaquith, seconded by Mr. Pinsonneault, the Board unanimously **approved the Nashua Creates Local Author Collection Development Policy.**

Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kane, the Board unanimously **approved a revised Donation Policy.**

Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kane, the Board unanimously **approved a revised Meeting Room Policy.**

Upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Jaquith, the Board unanimously **nominated to bring forth Ms. Laflamme to the Board of Alderman for another**

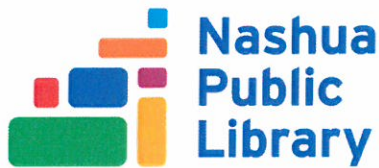
appointment to the Nashua Library Board of Trustees to finish a vacated term ending in 2027.

There being no further business to come before the Board, upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Jaquith, the Trustees unanimously:

RESOLVED: That the meeting be adjourned at 8:02 pm.

Attest _____

David K. Pinsonneault, Secretary



Library Card and Borrowing Policy

Approved by the Board of Trustees XXXX

Library Cards

A library card is free to anyone who lives, works, owns property, attends school, or is retired from employment in Nashua. Spouses and minor children of Nashua employees (or retired employees) and property-owners are also eligible for free cards. Library cards are renewed every three years.

Residents of Nashua must present one of the following:

- Photo ID showing their name and residential address (usually a driver's license) **or**
- Photo ID showing their name (but wrong address or no address) plus one alternate form of ID showing their name and residential address (checkbook, rent receipt, car registration, phone bill, mail delivered by the post office, etc.) **or**
- Two alternate forms of ID showing their name and residential address (checkbook, rent receipt, car registration, phone bill, mail delivered by the post office, etc.).

Employees in Nashua must present a photo ID (or two alternate forms of ID) along with business cards, pay-check stubs, or letters from the employer which show their name and workplace. (Those retired from employment must bring in a letter from the past employer.)

Property owners in Nashua must present a photo ID (or two alternate forms of ID) and tax-bills showing their name and property address.

Students (adult) enrolled in Nashua must present either a school photo ID, or a non-school photo ID plus a tuition bill or letter from the teacher/headmaster/administration.

Those who reside in shelters or temporary housing in Nashua may obtain cards. They must present documentation from the housing facility which indicates they reside at the temporary housing. These cards are renewed annually.

Spouses/children of Nashua employees (or retired employees) and property-owners must be present with the taxpayer to whom they are related (and spouses must present ID).

Those who do not qualify for any of the above may purchase non-resident library cards for an annual fee of \$60. They must present a photo ID (or two alternative forms of ID) showing their name and address.

Children

Children (ages 5-11) must be accompanied by a parent or legal guardian in order to obtain a card. The parent/legal guardian must sign for the child and assume financial responsibility for materials borrowed on the card. The parents/guardians must present ID (as above).

Teens

Teens (ages 12-17) assume financial responsibility for materials borrowed on their cards. They must present either a photo ID, class schedule, paystub/bill/mail.

Computer Cards

Those who do not qualify for a free library card and wish to have computer access without borrowing materials may obtain a computer card. Proof of residency is not required, but a photo ID (or two alternate pieces of ID) is required of adults. See above (teens) for ID required of teens.

A computer card may be upgraded to a regular borrower card when the customer meets the requirements and proper ID (per above) is presented.

Borrowing Policy

Responsibilities

Cardholders must use their own library card to borrow material and are responsible for all material borrowed on their cards. The only exception is customers under the age of 12, for whom a parent or legal guardian is responsible. Cardholders may give permission for others to pick up their reserved material and museum passes. All fines for late material as well as replacement fees for lost or damaged material are the responsibility of the cardholder or parent/legal guardian.

Loan periods and overdue fines

Most items circulate for a 3-week loan period with a 20 ¢ per day late fee per item and 2 renewals permitted. Renewals are not permitted on items that others have placed on hold. The following exceptions apply:

Item	Loan Period	Item Limit	Overdue Fines	Renewals
Books: "Hot Copies"	1 week	1	60	1 week
Books by Mail	4 weeks	2	None	4 weeks
DVDs	1 week	10	60	1 week
DVDs "Hot"	2 days	2	60	2 days
DVDs "Hot Requestable"	2 days	2	60	2 days
Videogames	1 week	2	60	1 week
Audiobooks	3 weeks	10	20	3 weeks
Music CDs	3 weeks	10	20	3 weeks

Fines/fees and Borrowing privileges:

Fines may be paid in person by cash or personal check or online using a credit or debit card. Online payments may be subject to a convenience fee to be paid by the customer.

Customers with outstanding balances between \$10.00 and \$60.00 may be allowed to make a payment arrangement with the Circulation Supervisor or library Administration that permits them to continue to borrow materials.

Customers owing more than \$60.00 will not be permitted to check out any materials until the balance has been paid.

Refunds:

Once a customer has paid the replacement fee for a lost or damaged item no refunds will be issued.

Unique statistics FY2020 to date:

Accounts with "contact in process" or skip trace status: 151

Total # accounts referred to Unique: 9845

Total # accounts active with Unique: 7,559 (The remaining 2286 either had incorrect addresses, are in bankruptcy or are disputed by the customer.)

Amount expended by NPL on placement fees: \$1,593

Cash recovered: \$726.07 (fines paid by customers whose accounts have been referred to Unique)

Value of materials returned: \$1,602.97

Amount waived by library staff for customers referred to Unique: \$207

Total fines collected FY20 to date: \$14,452

Referral process:

At the time an account is sent to Unique it is 60 days overdue and the customer has received 3 notices from us. Their borrowing privileges have been revoked but they can still use the public computers and some of our online resources. It is important to note that when the library began using Unique there were steeper consequences: the unpaid library debt would be reported to the credit bureaus and have a direct impact on the customer's credit rating. In 2016 the law changed and this is no longer true, Unique does employ the usual collection agency tactics but they don't report delinquent library accounts to the credit bureaus.

Unique management's collection process: Once an account has been sent to Unique they bill us a flat rate of \$8.95 per account and we add a \$10 service fee to the customer account. Unique takes the following steps to recover materials or the amount owed. Skip-tracing occurs throughout the collection process.

- Day 1 Letter 1
- Day 21-28 Initial Phone Call(s)
- Day 42 Letter 2
- Day 65-79 Second Phone Call(s)
- Day 90 Letter 4
- Day 120 Letter 5*
- Day 151-154 Final Phone Call(s)

Conclusion: The results of Unique's collections services do not justify the cost. It's my opinion that we are receiving payments and materials from people who want to have their borrowing privileges reinstated, not because of Unique's phone calls and letters. I believe we will get better results by taking a few steps here:

- Improving our overdue notices with better wording and including options for online renewals
- Sending notices sooner and resending bills that remain unpaid after a certain amount of time
- Offering customers the option of paying for their lost/damaged materials online



Pass Usage Statistics Perpetual

Reporting Period: January 1, 2019 Through December 31, 2019
 Number of Museums: 24

Museum	# of Uses	% of Total
New England Aquarium	387	17.7%
Zoo New England	330	15.1%
Museum of Science	195	8.9%
Boston Children's Museum	166	7.6%
SEE Science Center	163	7.5%
Museum of Fine Arts	143	6.6%
Currier Museum of Art	103	4.7%
McAuliffe-Shepard Discovery Center	102	4.7%
Children's Museum of New Hampshire	98	4.5%
Seacoast Science Center	84	3.8%
Strawbery Banke	78	3.6%
Isabella Stewart Gardner Museum	71	3.3%
Nashua Silver Knights Baseball	53	2.4%
John F. Kennedy Library and Museum	47	2.2%
USS Constitution Museum	42	1.9%
deCordova Sculpture Park and Museum	38	1.7%
Institute of Contemporary Art	24	1.1%
Symphony NH	23	1.1%
EcoTarium	22	1.0%
Merrimack Repertory Theatre	5	0.2%
New Hampshire Philharmonic Orchestra	5	0.2%
Concord Museum	3	0.1%
Peabody Essex Museum	0	0.0%
Nashua Chamber Orchestra	0	0.0%
Total Uses During Period	2,182	100.0%

Pass Usage Statistics
Reporting Period: January 1, 2019 Through December 31, 2019

